



WISCONSIN DEPARTMENT OF CORRECTIONS


Governor Tony Evers / Secretary Kevin A. Carr

New Lisbon Correctional Institution

MEMORANDUM

Date: December 21, 2023

To: NLCI Staff, Visitors and Persons in our Care (PIOC)

From: Dan Cromwell, Warden 

Subject: In Person Visit Scheduling – Updated Information

New Lisbon Correctional Institution (NLCI) will transition to using ICSolutions (ICS) for in person visit scheduling, starting with visits scheduled for Tuesday, December 5, 2023. To schedule an in person visit with a person housed at NLCI, the visitor will need to establish an ICS account or update their current account with their unique Party ID. All visitors will need to have a valid email address in order to establish an account with ICS. Visitors will need to follow the directions provided on the ICS website www.icsolutions.com. NLCI staff will no longer be scheduling, nor have any function in the scheduling of, in-person visits.

PIOC must provide their visitors the unique Party ID, listed next to the visitor's name on the approved visitor list, in order for an ICS account to be created for visits. Any issues with Party IDs can be directed to DOCDAIElectronicVisitSupport@wisconsin.gov.

All questions or concerns related to scheduling shall be directed to ICS. Visitors may also refer to the Enhanced Video Visitation memo posted on the WI Department of Corrections website at <https://doc.wi.gov>

In Person visiting hours:

Tuesday-Friday		Saturdays, Sundays & holidays		
Maximum visit length of 3 hours		Maximum visit length of 2 hours		
Visitation slots available		Visitation slots available		
2:30	4:30	8:30	10:30	12:45
3:00	5:00	9:00	11:00	1:00
3:30	5:30	9:30	11:30	1:30
4:00		10:00	12:00	

While the visitation schedule in ICS shows visit lengths as only 10 minutes, visits will be 3 hours on weekdays and 2 hours on weekends/holidays.

The maximum number of approved visitors allowed per visit is ten, five of which may be children 17 or younger. Each visitation slot in ICS only allows for the visitor and three additional approved visitors to sign up per visit. Therefore, while only four total visitors may sign up for any one visit, up to ten total approved visitors, five of which may be children 17 or younger, will be permitted.

PIOC are permitted only one visit per day with a total of three visits per week, Tuesday - Sunday. Only one of the three visits may be on the weekend (Saturday or Sunday).

Visits may be scheduled by visitors or PIOC.

No contact in person visits must be scheduled after 4:30 p.m. for visits taking place Tuesday-Friday.

Please note, holiday visits will now count toward the weekly total of visits allowed. While we recognize this is a change in past practice, the new scheduling system does not allow for deviation from the allowed three visits per week. It is anticipated the availability of ICS video visits on the units will allow for additional visitation opportunities, noting video visits are available on all days during open dayroom hours.

As a reminder for video visits through ICSolutions:

VIDEO VISITS

- All PIOC will receive one free video visit per week.
- Additional visits are available at a cost of \$2.50 per visit. There is no limit to the number of video visits PIOC may receive each month.
- PIOC will not be excused from work, school, programming, etc. for video visits. It is the responsibility of the PIOC to notify visitors of their schedules.
- Visits may be scheduled by visitors or PIOC.
- Visitors must schedule video visits at least 48 hours in advance and no more than 14 days in advance.
- Each visitor must show ID at the beginning of the visit.
- Notification of scheduled visits will be available on the unit phones and kiosks.

Video visiting hours occur when unit dayrooms are open:

7:45 a.m. to 11:00 a.m.

12:40 p.m. to 4:30 p.m.

6:10 p.m. to 9:00 p.m.

9:30 p.m. to 11:00 p.m. Sunday-Thursday

9:30 p.m. to 12:00 a.m. Friday & Saturday

DAI Policy 309.06.01 – Visiting is to be adhered to at all times.